

Deaf & Disabled Telecommunications Program

PU Code Section 2881 directs the CPUC to ensure service access to 911 and other emergency services for Californians with disabilities. This program is dedicated to serve people who cannot use a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

CONSUMER FOCUS

	2014-15	2015-2016
Total CTAP Consumers with Equipment	651,693	667,203
Contact Center Calls Handled (inbound and out-bound)	228,537	201,355
Contact Center Emails Handled (inbound and out-bound)	6,070	8,439
Certification Forms Received at the Contact Centers	20,306	18,262
Consumer Visits to the Service Centers	22,640	19,467
Outreach Presentations to the Community	6,110	6,342
Field Advisor Visits to Consumers' Homes	8,471	8,304
Contact Center Web Chats Handled	599	523
Marketing Campaigns	8	7
New Consumers with Equipment	18,613	15,510
Outbound CRS or Relay Calls (including Speech-to-Speech and Captioned Telephone)	2,326,029	2,222,539

FY 2015/16 Enacted Budget	FY 2016/17 Enacted Budget
\$64.584 Million	\$67.969 Million

MAJOR PROGRAM AREAS

Equipment Contact Center and Service Centers (CTAP)

- Amplified phones
- Big-button speakers and picture phones
- Voice carry over phones
- Text telephone and Telebriaille

Speech Generating Devices

- Text-to-Speech equipment

California Relay Service (CRS)

- Traditional Relay Service
- Captioned Telephone Service
- Speech-to-Speech Service
- Visually Assisted Speech-to-Speech Service

Multilingual Access

Application process available in TTY, English, Spanish, Chinese, Hmong, Vietnamese, and Russian

Community Approach

Application also available to small businesses and qualifying non-profit agencies

- ★ Full-time service center
- Part-time service center

Participants by County

- 20 – 500
- 501 – 1,500
- 1,501 – 4,000
- 4,001 – 10,000
- 10,001 – 50,000
- 50,001 – 167,000

Statewide Total: 667,203

